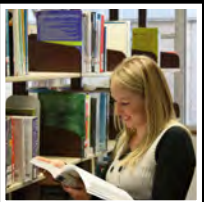
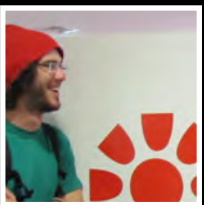




UNIVERSITY LIBRARY ANNUAL REPORT 2012



LIBRARY ANNUAL REPORT 2012

During 2012 the Library developed a strategic plan for 2013-2015. This was achieved with input from stakeholders and staff and the plan is closely aligned with the University's strategic plan, *Open to Talent*. A series of annual operational action plans that underpin this strategic plan ensure the Library's activities achieve the Library and University's strategic goals.



A critical focus for the Library in 2012 was the implementation of a new library management system. Installation of Innovative's *Millennium™* was a project of major importance to the University and its community of students and staff and the new system went 'live' at the end of November. Millennium has an improved interface for clients to discover information resources and has functionality that has improved work processes for Library staff.



New Library System Implementation Team

Feedback from the Library's clients is a key component to improving the quality of the Library's services and resources. In September the Library conducted a major survey to assess which aspects of Library services are of most importance to clients and how they think the Library performs in these areas. Over 3,600 clients participated.

UTAS Library recorded an overall performance score of 79% - an improvement of 2.8% since the previous survey in 2010. This is a pleasing trend and places the UTAS Library in the second quartile (or top 50%) of Australian university libraries that have used this survey in the last two years. In addition, the score for the performance of Library staff placed UTAS Library in the top 25% of libraries for this category. The survey identified a number of improvement opportunities for the Library including computer availability and laptop facilities and making the catalogue and website easier to use. The Library will be working to address these priorities in 2013.

RESEARCH

Enhancing the University's reputation by improving the accessibility, recognition and citation of UTAS research is a priority in the UTAS strategic plan. The Library plays a key role in making UTAS research outputs globally discoverable and supporting researchers to communicate their research and assess its impact.



TReDDS Project Team

The Library was a key partner in the Tasmanian Research eData Directory Service (TReDDS) project which was launched in August. Funded by the Australian National Data Service (ANDS) TReDDS established a metadata management service for Tasmanian research data. The project created a service which describes key elements of the diverse





range of data stores held by Tasmanian research entities. TReDDS interfaces with national metadata stores, providing a more extensive and coherent discovery service to data assets held within the state.

Higher degree theses are an important element of UTAS research outputs. The Library, supported by funds contributed by the Graduate Research Office, digitised 100 of the most accessed hardcopy theses during 2012. This has not only improved the local, national and international discoverability of the theses but has contributed to maintaining the global ranking of the Library's open access repository. The Library's repository ranked 5th in Australia (same as in 2011) and 90th in the world in July 2012 (a significant improvement from 140th in 2011). The Library also has an ongoing program of making recently lodged higher degree theses discoverable in the Library's repository.

UTAS researchers require access to a broad and deep range of information resources that are aligned with their research priorities. During 2012, a number of e-journal backsets were purchased across a range of disciplines, adding access to over 2000 titles. This could be achieved due to strategic funds from the Division of Research, the strong Australian dollar, and careful management of the Library Acquisitions budget.

The Library and the UTAS research community work in a collaborative partnership to identify needs and the support and services required to meet them. In 2012 the Library developed *Research Bites*, an innovative series of lunchtime workshops for researchers on topics such as open access, achieving research impact, reference management software and keeping current. *Research Bites* demonstrates the Library's areas of expertise in supporting the research agenda. Feedback from researchers was very positive and *Research Bites* will continue in 2013.

The Library also extended its series of Library guides for researchers, introducing a guide to measures for assessing the impact of research publications. The series of seven guides for researchers was collectively viewed over 38,000 times in 2012.

Postgraduate responses in the Library survey indicated that finding a quiet place to work is sometimes difficult. The Library has made dedicated space available for postgraduate coursework degree students and graduate research candidates on level 3 of the Morris Miller Library. The space offers a quiet and comfortable office-style area which is available during the Library's staffed hours.

STUDENTS

The Library improved services to students, and clients in general, in a number of ways in 2012. In anticipation of the introduction of the new library system, the Library reviewed policies for lending items. The review included input from clients and aimed to increase clients' ability to manage their loans themselves without mediation from Library staff. Improvements included clients being able to borrow more items for a longer time; to recall items on loan to others; and to renew items they have overdue if another client has not requested them. Fines are now incurred only on overdue High Use items.

Liaison librarians reviewed their service model and how they could improve the delivery of support for learning, teaching and research. The Library completed a project with the Faculty of Education to embed the development of information and research skills in core units across Education, ensuring students can discover, evaluate and utilise information in their studies.

During June UTAS Library introduced a new





online 24/7 self-service reference and feedback service via the Library webpage. The service is based around a highly customised, pre-populated and externally hosted database of frequently asked questions and answers. Clients are able to search for answers independently and have the option to submit a new question or provide feedback. An analytics module allows the Library to identify the most commonly requested information which in turn will enable targeted and relevant improvements to the Library's web pages and other information sources.

Being able to find a place for quiet study was also identified by undergraduates as an issue in the Library survey. Reduction and rearrangement of print collections in the Clinical Library has allowed the creation of several new rooms for quiet study, each with a number of individual carrels. In Morris Miller Library, rearrangement of the Special and Rare Collections and the spaces associated with these on level 5 has created additional quiet study spaces with a view over the central plaza. Additional areas on other levels in Morris Miller are now designated as quiet study spaces during study and exam periods. In the Art Library, several new rooms were made available for individual quiet work.

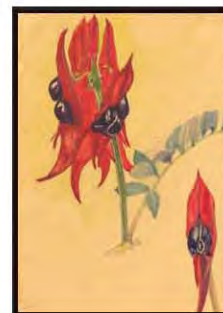
COMMUNITY

Open to Talent affirms the importance of the University's unique relationship with the Tasmanian community and the opportunities this brings for contributing to the social, cultural and intellectual life of the island.

The UTAS Library's collections are an important resource locally and nationally and include uniquely Tasmanian material. In June the National Museum of Australia borrowed James Belbin's diary from the Library's Special and Rare Collections for long-term display in its new gallery. James Belbin

was an ex-convict Norfolk Island settler who was relocated to Hobart in 1808.

In December, an exhibition in Sydney in conjunction with a new play about botanical illustrator and gardener, Olive Pink included some of her drawings from the Library's Special and Rare Collections.



The Royal Society of Tasmania is the oldest scientific society in Australia and New Zealand and the Society's Library is located at UTAS. Since 1849 the Society has published annual volumes of refereed scholarly papers on research that focuses on Tasmania. With funding support from the Society, UTAS Library digitised the Royal Society's *Papers and Proceedings* in 2012 and this extensive body of knowledge is now globally discoverable and accessible via the Library's open access repository.



Royal Society of Tasmania Papers and Proceedings

The Library hosted several exhibitions during 2012 that showcased community organisations and UTAS resources.

- *Oaktree Foundation* – highlighting the work of Australia's first and largest youth-run development agency
- *Hobart City Mission* – history of the organisation which has been providing community



- support services for 160 years
- *Colonial diarists of Tasmania* – examples from the Library's Special and Rare Collections.

A portrait of Margot Roe, painted by celebrated Tasmanian artist Max Angus, was presented to the University at a ceremony held in the Library in December. Margot was a sociology lecturer at UTAS in the 1970s and her portrait now hangs in the Morris Miller Library.



Max Angus with portrait of Margot Roe

The support of UTAS alumni continues to bring benefits to the Library. In late March two pre-1700 manuscripts from the Library's Special and Rare Collections were sent for high quality, specialised rebinding.



Restored rare books

The work was funded by a generous donation from alumni Roger and Maxime Tall, via the University Foundation. This is the fifth year the Talls have funded such important preservation of selected pre-1700 items. Professor Rod Thomson

(School of Humanities) has identified and prioritised highly valuable resources within the UTAS Library Special and Rare Collections which require preservation and the work has been undertaken by specialist bookbinder Dr Keith Adkins, located in Launceston.

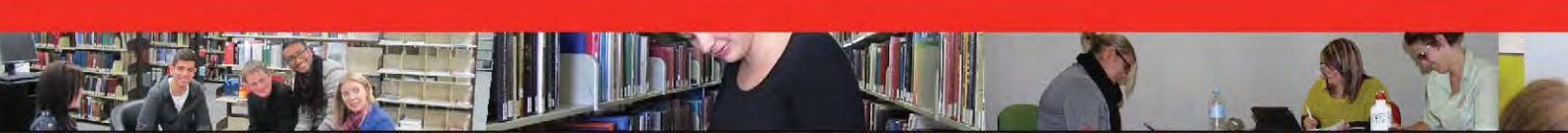
Seventy one members of UTAS Alumni and Friends were registered as Library Special Borrowers in 2012.

The Library engages with potential UTAS students by extending Library borrowing privileges to registered Year 11 and 12 students and supporting their development of academic information skills. In 2012 there were 344 students registered for this service. Building relationships with library staff in secondary colleges is an important element of introducing potential students to the University environment. The Library co-hosted the 2012 Tasmanian Post-Year 10 Libraries conference in November which was attended by teacher librarians from government, independent and religious senior secondary schools and colleges. UTAS Library staff presented a paper on developing student information and research skills.

UTAS Library has an important role in the Tasmanian library profession and nationally with other academic libraries. The Library continued to work collaboratively with other libraries and professional organisations during 2012. The Library hosted a CAVAL Reference Interest Group (CRIG) meeting in October, attended by a number of librarians from Melbourne, Monash, La Trobe University, Australian Catholic Universities and RMIT. CAVAL is a national organisation developing and providing services in partnership with university libraries.

The Library supported charity fundraising activities on campus. The Morris Miller and Launceston Campus Libraries were collection





points for donations to the ABC Giving Tree and for 100 Door Snakes in 100 Days. The latter was an initiative of the Tasmanian Leaders Program, in which some UTAS staff were participating, to provide draught stoppers to Tasmanian households living in supported accommodation. The Launceston Campus Library has been a collection point for the annual City Mission Food Drive for a number of years.



Knitted door snake on display

PEOPLE AND CULTURE

People and culture are identified as a key support for the strategic priorities outlined in *Open to Talent* and staff are one of UTAS' most important assets.

UTAS staff and students value the service they receive from Library staff. In the Library survey, the Library performed highest in the category of *Library Staff*, with a score of 89.5%, an improvement of 1.4% since the previous survey and placing UTAS staff as first quartile (top 25%) performers amongst Australian university libraries that have used the survey.

A number of staff represented the Library on committees and working groups both externally with national organisations and within UTAS, giving UTAS Library's perspective on important issues and developments.

Jane Long (University Librarian) – was a member of these Council of Australian University Librarians (CAUL) committees:

- Quality and Assessment Advisory

Committee (CQAAC)

- Australasian Institutional Repository Support Service (CAIRSS) Advisory Committee
- Jane was also an ex-officio member of Academic Senate, and was a member of the University Learning and Teaching Committee and its Course Proposals Sub-Committee, the Student Experience Committee, and Research College Board. Jane was also the Vice-Chancellor's nominee of ex-officio Academic Senate members on the UTAS Standing Committee of Academic Senate.



Jane Long, Di Worth, Karmen Pemberton and Wendy Hoyle

(University Librarian, Associate Librarian, Morris Miller and Launceston Campus Librarians respectively) – were involved in organising the national THETA13 conference to be held at UTAS in April 2013.

Karmen Pemberton (Morris Miller Librarian) – represented the Library on the Course Advisory Committee for the Graduate Certificate in University Learning and Teaching. Karmen is also the Library's representative on the Student Pathways and Transition Committee, and the Technology Enabled Learning and Teaching (TELT) Working Group. These are both sub-committees of the UTAS Learning and Teaching Committee.



Wendy Hoyle (Launceston Campus Librarian) – represented the Library on the Student Spaces and Facilities Committee, which is a sub-committee of the UTAS Student Experience Committee.

Wendy is also the Library's representative on the Developing UTAS at Launceston (DUAL) Committee.





In 2012 the Library instituted a number of Library-wide committees, focussed on services and with a range of staff representatives from all levels and geographic locations. Staff have relished the opportunity to participate in committee activities and a number have also stepped into Committee Executive Officer roles. Staff at the Library's planning day for 2013 identified the success of the action-driven committees and the opportunities they had brought as one of the achievements of the year.

The Library congratulates the following staff on their achievements in 2012:

Juliet Beale (Art & Music Branch Librarian) - in conjunction with Brigita Ozolins, School of Art Lecturer, presented a paper at the national ARLIS (Arts Libraries Society) 2012 conference entitled *READ: using art to transform the Carington Smith Library* about the changing nature of library spaces.



Jane Long (University Librarian) - was an invited speaker at the 3rd Learning Commons Development and Design Forum in Sydney.



Chris Evans (Science Librarian) - delivered a presentation on surveying researchers at a CAVAL Reference Interest Group (CRIG) forum on supporting research.

Katrina Dewis (Clinical Librarian) and *Karmen Pemberton* (Morris Miller Librarian) - presented a paper on the Library's information and research skills framework to the Tasmanian Post-Year 10 library conference.



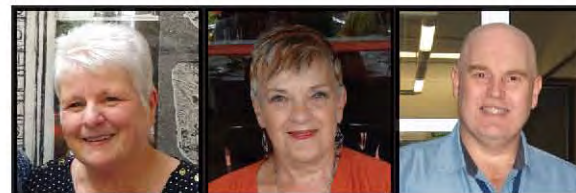
Wendy Hoyle and Karmen Pemberton (Launceston Campus and Morris Miller Librarians) - presented a paper on library spaces at the UTAS *Teaching Matters* conference.

Louise Earwaker (Liaison Librarian) - graduated with a Graduate Certificate in University Learning and Teaching.



The Library farewelled a number of long-serving staff in 2012:

Tom Sommerville (46 years), Luana Nandan (39 years), Gill Ward (33 years), and Beth Chalmers, Elaine Whelan, Susanne EllingsWalsh and Mark Byrne (over 20 years each).



CAMPUSES AND INFRASTRUCTURE

While most of the Library's information resources and services are accessible online, the Library provides valuable and heavily-used learning and study space to the UTAS community. Client use of the Library continued to increase and more than 1,077,000 people visited UTAS Library physical spaces state-wide in 2012. Following the success of 24/7 access to the Morris Miller Library on the Sandy Bay Campus and the Cradle Coast Campus





Library and Learning Hub, Launceston Campus Library introduced 24/7 access in September. Facilities accessible after staffed hours include the computers, study rooms, study carrels and photocopiers. This initiative provided a solution for students who work part or full time and need flexibility for study and for others who simply want the option of being able to study in a secure environment away from their home at any time of the day or night.



Launceston Campus Library has 24/7 access

In 2012, activity during unstaffed hours indicated:

- almost 58,000 clients used the Morris Miller Library, an average of 172 visits/night or over 1200/week
- close to 8,000 clients used the Launceston Campus Library in the four months since 24/7 was introduced

UTAS libraries provide different types of study spaces and the group study rooms had over 14,000 bookings in 2012. Recorded bookings were slightly down compared to the previous year (-2.41%) which may be related to the introduction of 24/7 access in Morris Miller and Launceston libraries, as students could work

together after staffed hours without needing to book a room.



Law Library study room

In the Art Library, the installation of a component of Dr Brigita Ozolins' *The Reading Room* created comfortable seating spaces that are also an art-work.



The Reading Room

A new model and Service Agreement for the provision of advanced IT support to Library clients and Library staff was implemented in February 2012. The 'centrally managed, locally located' service model saw Information Technology Services (ITS) staff located in the Library, primarily providing service at the Morris Miller Library and Launceston Campus Library but also visiting branch libraries on a regular basis.





IT Support desk in the Morris Miller Library

Library clients clearly indicated in the Library's survey that access to computers and wireless were issues for them. In response, the Library worked closely with ITS to ensure additional computers were located in Morris Miller and Music libraries and improvements were made to the wireless infrastructure in several libraries. Morris Miller Library piloted lending a small number of laptops during second semester, giving students the opportunity to borrow a laptop to use while they are on campus. Launceston Campus Library will pilot lending laptops in 2013.



RESOURCES AND PLANNING

The Library's resources must be able to sustainably meet the needs of students and researchers and be aligned with UTAS aspirations to be a top 10 Australian university. In the Library survey, the score for *Information Resources* placed UTAS

Library in the bottom quartile (or lowest 25%) of Australian university libraries that have used this survey.

During 2012 the Library compared its budget and expenditure with other Australian university libraries over the period 2008-2011. The comparison demonstrated where UTAS Library ranks on a number of measures (for example Library budget as a proportion of total University income and information resources expenditure per student and academic) and ranks UTAS in relation to the top 10 Australian university libraries.

To support the Library's strategic plan an annual Library operational plan for 2012 was developed by the Library Management Team and progress on completing each task was reviewed and evaluated. Each of the Library's nine committees developed an annual action plan to direct their activities in support of the Library's strategic plan and identify objectives for specific functional areas of Library service delivery.



The number of print items borrowed in 2012 continued the downward trend common across the academic library sector. Like other Australian university libraries, UTAS Library is increasingly purchasing ebooks, usage of which is not recorded as a loan. Over 1200 ebooks were purchased in 2012, 620 of which were a direct result of requests made by clients.





STATISTICS

UTAS Client Population	2012	2011
Students	29,240	26,922
Students (EFT)	17,108	16,316
Staff (excluding casuals)	2,837	2,799
Staff (EFT)	2,417.2	2,332.7
Total clients	32,077	29,721
Total clients (EFT)	19,525.2	18,648.7

Services	2012	2011
Loans (total items)	266,565	280,060
Loans/EFT client	13.65	15.02
Loans (Reserve items)	67,211	68,381
Loans (Reserve items)/EFT student	3.93	4.19
Loans (intercampus)	15,900	21,567
Loans (intercampus)/EFT client	0.81	1.32
Items supplied to other libraries	1,606	1,709
Items borrowed from other libraries	11,403	12,228
Information skills sessions	1,393	1,362
Attendance at information skills sessions	13,382	13,292
Proportion of student population attending	45.76%	49.37%
Library guides to resources hits	692,446	557,702
Library open access repository		
Unique visitors	406,457	346,629
Number of visits	590,027	507,204
Pages viewed	2,051,046	1,853,988
Ranking in world Institutional repositories	90 th /1440	85 th /1172
In Australian institutional repositories	5 th	3 rd

Resources	2012	2011
Number of books & ebooks purchased	6,542	4,113
Average price of books purchased (\$A)	\$77.92	\$92.08
Print items in collection	868,041	866,037
Current serial titles in print collection	801	967
Current serial titles in total (incl. electronic)	48,110*	62,095
Current ebooks accessible	66,815	52,260

* Council of Australian University Librarians (CAUL) changed calculation of titles deemed current in online collections

Facilities	2012	2011
Number of libraries	8	8
Opening hours/week	75.5	79.5
Study seats	1,583	1,290
EFT students/Study seat	10.8	12.65
Student computers	309	289
EFT students/computer	55.37	56.46
Visits	1,077,047	1,064,699
Visits/EFT student	55.16	57.09
Number of photocopies	279,002	393,386
Photocopies/EFT student	16.31	24.11
Number of prints to Library printers	1,337,373	1,281,847
Prints/EFT student	78.17	78.56

Staff and Expenditure	2012	2011
Library staff (excluding casuals)	75.95 FTE*	82.1 FTE
Salaries	\$6,259,232	\$6,300,295
Operating	\$1,155,742	\$1,058,327
Acquisitions	\$4,908,212	\$4,442,439
Total expenditure	\$12,323,186	\$11,801,061

* UTAS voluntary separation program underway in 2012

